

Verification of Personal Details Change Requests

Policy Statement:

Mypower Foundations is committed to ensuring the verification of personal details change requests to prevent unauthorized access and protect sensitive information. The purpose of this policy is to outline the procedure for utilizing a second communication method to verify the authenticity of such requests, mitigating the risk of fraudulent activity and data breaches.

Procedure:

1. Initial Request Validation: a. Confirm Request Authenticity: Thoroughly review the submitted personal details change request for any signs of suspicious or unusual elements. b. Determine Identity Verification Method: Assess the nature and sensitivity of the requested changes to determine the appropriate method for verifying the individual's identity. c. Inform Requester: Notify the individual of the requirement for additional verification through a second communication method.
2. Second Communication Method Verification: a. Select Authorized Communication Channels: Designate specific communication channels, such as registered phone numbers, email addresses, or in-person visits, as authorized methods for the second level of verification. b. Contact the Individual: Utilize the authorized communication channel(s) to initiate contact with the individual, confirming their intent and validating the change request. c. Document Verification: Maintain accurate records of the verification process, including the communication method used, date, time, and relevant details (e.g., identification numbers, passwords, security questions) employed during the verification process.
3. Approval and Implementation: Once the individual's identity has been verified through the second communication method, process the personal details change request in accordance with established procedures. Ensure appropriate safeguards are in place to protect the confidentiality and integrity of the updated personal information.

Responsibility:

Mypower Foundations' Responsibilities:

- Establish and communicate this policy to all relevant employees and stakeholders.
- Provide guidelines and training on the proper execution of the verification procedures.
- Regularly review and update the policy to align with legislative changes and organizational requirements.
- Ensure adequate resources and systems are in place to support the verification process.

- Safeguard the privacy and security of individuals' personal information during the verification process.

Changee's Responsibilities:

- Submit accurate and complete personal details change requests.
- Cooperate and promptly respond to the second communication method for verification.
- Safeguard their personal identification information and refrain from sharing it with unauthorized parties.

Relevant Legislation and Policies:

Mypower Foundations acknowledges the importance of complying with relevant legislation and policies regarding data protection and privacy. This policy aligns with the following legislation and policies:

- National Identity Proofing Guidelines: [National Identity Proofing Guidelines \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au)
- Privacy Act 1988: [Privacy Act 1988 \(legislation.gov.au\)](https://www.legislation.gov.au)
- Australian Privacy Principles: [Australian Privacy Principles | OAIC](https://www.oaic.gov.au/australian-privacy-principles)
- NDIS Quality & Safeguarding Framework: [NDIS Quality and Safeguarding Framework | Department of Social Services, Australian Government \(dss.gov.au\)](https://www.dss.gov.au/ndis-quality-and-safeguarding-framework)

Employees and stakeholders involved in handling personal details change requests should familiarize themselves with the requirements and obligations outlined in the above legislation and policies to ensure compliance and uphold individuals' rights.